

Service: Legacy Web Content Support

Service Line: Legacy Web Application Management

Status: This service is being discontinued and not available to new customers.

General Description: This service provides for online (Web) interfaces for existing customers. This service provides for maintenance of current Web content pages.

Service Level Targets: The basic service operates 24 hours a day, 365 days a year; however, service level targets are specific to each content site, to allow for maintenance and any data load times.

Availability: In production for current customers only

Limitations: The service is only available to existing customers and provides very limited processing, mainly for data transfers and data lookups. This service operates in a Sun Solaris environment, with an Apache Web server. There is limited functionality on interactive sites and limited redundancy in the system.

Prerequisites: N/A

Pricing / Charges: Service is priced to each implementation; current customers should contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gtga.ga.gov or (404) 651-6964 to be put in touch with your GTA account manager for price quotes.

Service Components or Product Features Included in Base Price: N/A

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: N/A

What GTA Provides:

- Web services
- CGI scripts
- HTML pages

What the Customer Provides:

- Content for web pages
- Data files

Most customers provide the URL for mapping and do not use the default ga.gov URL.

Service Support: Problems for legacy Web applications are reported to the Traffic Mailbox at traffic@gtg.ga.gov. Problems result in a problem ticket being opened and assigned to the next available support personnel for review and repair.

Service Issue Escalation: Most problem tickets start with the operating support staff to ensure that the operating environment is functional; second level escalation is directed to the GTA support developer on call; third level escalation is to the GTA senior support developer.

Benefits / Advantages: N/A

How to Start this Service: Contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gtg.ga.gov or (404) 651-6964 to be put in touch with your GTA account manager. Since this service is not available to new customers, your Account Manager will work with you to find alternatives to this service.

Related Services and Products: None

Other Information: N/A

Terms and Definitions: N/A